

E-01345A-05-0816

ORIGINAL



0000057698

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

4700

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 54269

Date: 8/3/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Dee

Penner

Account Name:

Home: (000) 000-0000

Street:

Work:

City:

CBR:

State:

Zip:

is:

Utility Company: Arizona Public Service Company

Division:

Electric

Contact Name:

For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

08/02/06

Docket # E-01345A-05-0816

Customer is opposed to the rate increase because of the volume of advertising that is distributed through the mail and what she feels is a mis-management of funds already collected from the utility's customers. She suggests that the utility obtain 5 housewives to manage the APS budget.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

08/03/06 Sent following to customer:
August 3, 2006

Arizona Corporation Commission
DOCKETED
AUG - 8 2006

AZ CORP COMMISSION
DOCUMENT CONTROL

2006 AUG - 8 1 A 8:48

RECEIVED

RE: ARIZONA PUBLIC SERVICE COMPANY

Dear Ms. Penner:

Your phone call regarding the Arizona Public Service Company ("APS") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the APS application.

The concerns raised in letters and phone calls received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Trish Meeter



Consumer Service Specialist

Utilities Division

End of Comments

Date Completed: 8/3/2006

Opinion No. 2006 - 54269

E-01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 54272

Date: 8/3/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Evelyn

Kortie

Account Name:

Evelyn Kortie

Home: [REDACTED]

Street:

Work:

City:

CBR:

State:

AZ

Zip: [REDACTED]

is:

Utility Company:

Arizona Public Service Company

Division:

Electric

Contact Name:

For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

08/03/06

Docket # E-01345A-05-0816

Customer is opposed to rate cases because she feels the charges are too high already. The Ancillary charges on her electric bill total more than the usage charges. She has cut down on usage, installed low E windows and follows all the conservation tips.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

08/04/06

Customer was thanked for her phone call and told that her comments and concerns would be placed on file with the Docket Control Center. She was informed that the comments would assist the Commission in the review of the rate application and that staff appreciates her interest. My direct phone number was provided to her, should she have any future questions.

End of Comments

Date Completed: 8/4/2006

Opinion No. 2006 - 54272

E-01345A-05-0816

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 54281

Date: 8/4/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

W A

Scott

Account Name:

W A Scott

Home: [REDACTED]

Street:

Work:

City:

CBR:

State:

AZ

Zip: [REDACTED]

is:

Utility Company:

Arizona Public Service Company

Division:

Electric

Contact Name:

Jessica Hobbick

Contact Phone: [REDACTED]

Nature of Complaint:

08/03/06

Docket # E-01345A-05-0816

Caller expressed concerns over high energy costs and the related fees. He expressed his displeasure that there was 12 different fees posted on his current utility bill and the profits enjoyed by the company are too great. He is opposed to any rate increases.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

08/04/06

Customer was thanked for his phone call and told that his comments and concerns would be placed on file with the Docket Control Center. He was informed that the comments would assist the Commission in the review of the rate application and that staff appreciates his interest. My direct phone number was provided to him, should he have any future questions.

End of Comments

Date Completed: 8/4/2006

Opinion No. 2006 - 54281

E-01345A-05-0816

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 54304

Date: 8/4/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: **Mary C.**

Barr

Account Name: [REDACTED]

Home: [REDACTED]

Street: n/a

Work:

City: n/a

CBR:

State: AZ Zip: n/a

is:

Utility Company. **Arizona Public Service Company**

Division: Electric

Contact Name: For assignment

Contact Phone: [REDACTED]

Nature of Complaint:

08/04/06

Docket # E-01345A-05-0816

From: Barr, Mary C [REDACTED]
Sent: Thursday, August 03, 2006 12:28 PM
To: Utilities Div - Mailbox
Subject: APS

The last two months my electric bills have gone up drastically when compared to last year.

What in the world is going on?

We have been in our home for 6 years; nothing has changed as far as usage goes. We are on their "savings" plans for off peak hours. In other words we are conscious of what electric we use and when we use it. We turn the air up while at work, do laundry on weekends, and we run the pool at night. I'm not going to turn my air any higher than 85 degrees during the day; it's too much to ask.

FOR GODS SAKE... DON'T GRANT APS ANY MORE RATE INCREASES.

THIS IS HORRIBLE ENOUGH ALREADY. In fact you should take away their increase and give it back to us. This is outrageous.

I'm a State worker. We don't get raises, why should they? You know what? The last raise I received was taken away a few months later because of the increase to our retirement. How fare is that? But that is an entirely different issue.

Please just remember, the cost of everything is going up, but the wages regular folks get in Arizona are not.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Where is your conscience?

Arizona...the right to starve State
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

08/04/06 E-MAILED TO CUSTOMER:

August 4, 2006

RE: ARIZONA PUBLIC SERVICE COMPANY

Dear Ms. Barr:

Your e-mail regarding the Arizona Public Service Company ("APS") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the APS application.

The concerns raised in letters and e-mails received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,
Trish Meeter


Consumer Service Specialist
Utilities Division

End of Comments

Date Completed: 8/4/2006

Opinion No. 2006 - 54304
